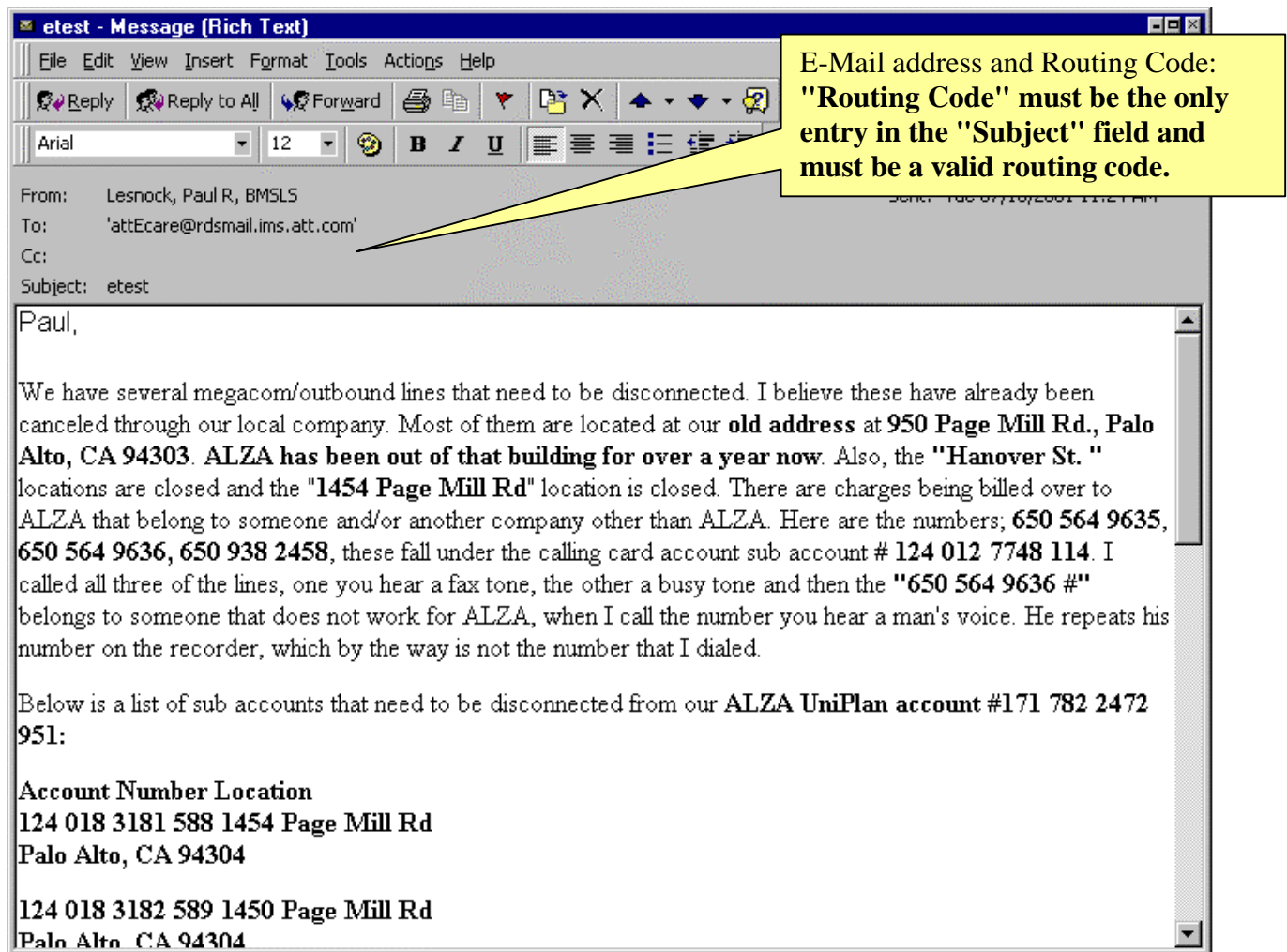


E-Mail to RDS - Project Scope

The scope of this project is to provide our "dedicated" customers an option to send e-mail requests for ordering and billing activities to their "dedicated" AT&T CRM representative (CSSS). The following outlines this process and provides screen shots to help illustrate how these e-mail requests will appear on the RDS Worklist.

- Customer submits e-mail request to a predefined address using a predefined "routing code."
- E-mail address = attEcare@rdsmail.ims.att.com
- Routing Code = ETEST (Testing routing code, established routing codes will be used for production.)



Note:

The "Routing Code" must be the only entry in the "Subject" field. Only established, valid routing codes will be accepted.

When the e-mail is submitted, the customer's e-mail application will validate the "Send To" address. If the address is incorrect, the e-mail will be returned as "undeliverable." This "undeliverable" message, due to an incorrect e-mail address, is not returned by the RDS System (Webmaster). This message is returned by the customer's e-mail application.

When the e-mail is submitted to the valid e-mail address of attEcare@rdsmail.ims.att.com, the Webmaster application will perform several validation checks. The application will attempt to read the

"Subject" field for a valid routing code. If a valid routing code is identified, the e-mail will be assigned a Tracking number and will be routed to the center/team support for that routing code.

If the routing code is not a valid routing code or there is other text in the "Subject" field, the Webmaster application will return the e-mail to the sender with an "undeliverable" message. The message will instruct the sender to verify the routing code and resubmit the request.

The Webmaster application will also validate attachments that the customer may have attached to the e-mail. Valid attachments are Microsoft Word documents, Microsoft Excel documents or a combination of both. If the Webmaster application cannot validate one or both of these file types; the e-mail will be returned to the sender as "undeliverable." The returned message will instruct the sender to validate the file type and resubmit the request with the correct file types. Please remove all background, illustrations on emails sent. These appear as attachments and will cause the email to be rejected.

In order to maintain security requirements, the Webmaster application will perform a virus scan on all e-mails. If a virus is detected, the e-mail will be returned to the sender indicating that a virus was detected and that the document must be virus free before being resubmitted.

If all conditions are met, the e-mail will be assigned a Tracking number and then directed to the center/team that supports the routing code indicated in the "Subject" field. When the Tracking number is assigned, a Touch Point 1, Confirmation, letter will be sent to the sender. This letter will provide the sender the Tracking number assigned to their request as well as a committed time line for the completion of their request.